

Handling Objections

RecovR sounds interesting, but...



- 2 I don't want my car back if it's stolen
- 3 I value my privacy, I don't want to be tracked
- 4 I can buy one cheaper on Amazon
- 5 I garage my car every night
- 6 I'm not going to keep the car for long
- 7 I'm not interested in a theft recovery solution
- 8 I know the car has tracking from the OEM



1 I already have insurance

- 1. Dealer fees and registration fees are not covered by insurance
- 2. Taxes are not included in the insurance settlement in most states
- 3. As long as we are discussing insurance, RecovR qualifies you for a discount of up to 15% with most insurers
- 4. \$5,000 is paid to the consumer if the car is not recovered
- 5. You get up to \$1,000 toward your deductible in addition to the \$5,000

I used to think the same thing until I did some research. In most states, insurance doesn't pay taxes on your loss in the settlement. Things like title, license, dealer fees are not covered either. With RecovR, you get a consumer theft benefit of \$5,000 with up to an additional \$1,000 for your insurance deductible. Also, with RecovR, there's a huge potential for an insurance premium discount. Talk to your insurance agent.

2 I don't want my car back if it's stolen

- 1. What about the contents of your car (purses, wallets, personal items)
- 2. 95+% recovery rate because with RecovR, law enforcement can move quickly and get it back fast
- Most cars are recovered with minimal or no damage because RecovR is so helpful to law enforcement

A lot of my customers have said something like that. However, many of them changed their minds when they thought about what might be in the car when it is stolen. In most cases, garage door openers and the car registration (enough info on reg to have one's identity stolen) are in the car when it is stolen. RecovR has a 95%+ recovery rate, and that is due to the quick response time built into their recovery process. When cars are recovered quickly, they usually have little to no damage. With all the other benefits, RecovR is a very good value.

3 I value my privacy, I don't want to be tracked

- 1. With RecovR, you won't be
- 2. Only the owner of the RecovR device can see the location of the car in the app
- 3. The dealership loses visibility of your vehicle the second it's sold to you
- 4. Your location data will never be shared with anyone unless you provide your permission in the app

Your location can only be seen by the owner of the vehicle (YOU), and no one has visibility into your location or movements. In fact, we completely lose visibility of RecovR when we transfer it to you. Security is completely safeguarded by RecovR. The device has industry-leading security baked into it and is independently tested. This prevents hacking and data leaks. But when when you need to, you can easily share the vehicle's location with law enforcement to assist in a theft recovery. You are always in control.

4 I can buy one cheaper on Amazon

- 1. The devices on Amazon have almost no security and are easily hacked, putting your location data at risk
- 2. No benefit paid in dollars
- 3. No deductible assistance
- 4. No 24/7 customer support for theft or questions
- 5. Limited battery life, requiring frequent replacement or recharge
- 6. Most cheap devices alert the thief to their location
- 7. RecovR is backed by a \$700 million cybersecurity company
- 8. Security is uilt into the device and the service by design

Devices you see online are cheap with little to no warranty and have serious issues because they can be hacked! Being wired to the car introduces a major safety concern along with potentially voiding the vehicle's warranty. RecovR is wireless, and was designed by a Swiss-based, \$700M dollar cybersecurity company. We are so confident in RecovR, you get a 3-year guarantee with a simple one-time payment and no other hidden fees.

5 I garage my car every night

- 1. Your car is not always in the garage
- 2. Almost 40% of cars are stolen from private parking or garages
- 3. Another 27% are stolen off the street in front of a house
- 4. Many thefts occur at malls and shopping centers
- 5. With insurance discounts the service will pay for itself

Did you know that in the US a vehicle is stolen every 42 seconds? Also, since the pandemic, auto theft has increased by double digits every year. Thieves are becoming more brazen by the day and are stealing from customer's homes and driveways since more people are working from home. Even at our dealership, we've had our share of theft... which is why we safeguard our vehicles using RecovR! Since implementing this program, we have not had a single car stolen and not recovered.

6 I'm not going to keep the car for long

- 1. RecovR is transferable to a new owner for the same car
- 2. RecovR is transferable to a new car with the same owner

You can easily transfer this device to the next buyer... think of this as a potential sales tool if you intend on selling the car yourself. You can call RecovR Support, and, for NO added fees, they will transfer the locator to the new buyer. If you replace this car with another one, you can simply transfer the device to the new car with a call to the RecovR Support Center.

7 I'm not interested in a theft recovery solution

- 1. Thefts have increased by double digits every year since COVID
- 2. 1 in 3 people have had a car stolen
- 3. There is a car stolen every 42 seconds in the US
- 4. Over half of car owners are concerned about having their vehicle stolen
- 5. We (as a dealership) have not had a vehicle stolen and not recovered since we implemented RecovR

So many of my customers think that until their car is stolen. A car is stolen every 42 seconds in the US with 1 in 3 drivers having had a vehicle stolen. With theft increasing by double digits each year, you might want to reconsider. A \$10K theft benefit with up to \$1K in deductible assistance is very appealing to many of my customers. Others like the peace of mind when they know they can share their vehicle's location with law enforcement. I know that we here at the dealership feel safer knowing our cars are protected by RecovR.

8 I know the car has tracking from the OEM

- 1. OEM and RecovR are two separate products
- 2. OEM has great features like collision alerts, destination assist, unlocking doors, etc.
- 3. OEM GPS solutions can be disabled easily by most thieves who learn how to do it on YouTube
- 4. RecovR can be placed anywhere in the car and is difficult to find because it is wireless and placed at random
- 5. RecovR cannot be disabled if it cannot be found
- 6. OEM will not share the location with anyone when the car is stolen – requires a police report – while RecovR offers easy sharing with YOU in control of how you share your location information
- 7. Do you have a deadbolt on your door at home in addition to the normal door lock? Think of RecovR as the deadbolt

You are not alone in asking that question. Many of my customers decide to invest in RecovR because the two systems complement each other. OEM has many functions including destination assist, emergency calling in a collision, and the ability to lock and unlock the car doors. It does have a way to track your car, but it only works if the car battery is connected, and the antenna is functional. Thieves know how to disable both. The OEM Service is physically connected to the car. A few years ago, through this connection, a group of white-hat hackers cracked customer and back-end operations of a variety of automakers, including BMW, Ferrari, Ford, Jaguar-Land Rover, Mercedes-Benz, Porsche, and Rolls-Royce. RecovR is independent of the car. It has its own battery, and it can still report the car's location if the thief breaks the car antenna or unhooks the car battery. RecovR can be hidden anywhere in the car. The analogy I like to use applies to your front door. Do you have a deadbolt on it? (Customer will say yes.) Most people tell me it is there for additional security. Think of RecovR as the deadbolt protecting your car. If the car is stolen and the thief disables the OEM product, RecovR can still help get your car back.



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